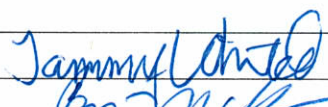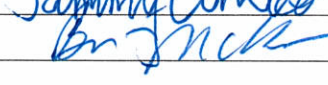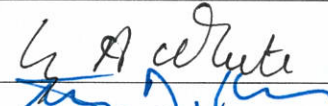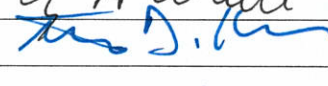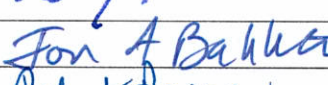| GENERAL			
This document is under the Change Management Control Policy.			
Description	Roll-up Service Level Agreement for Computing Services at Fermilab for Computing Sector IT Services Foundation Agreement on which all SLA/OLAs are based.		
Purpose	This document outlines the service levels, responsibilities and terms and conditions related to all base IT Services		
Applicable to	*All processes*		
Supersedes	*N/A*		
Document Owner	Tammy Whited	**Owner Org**	*Computing Sector*
Effective Date	11/20/2013	**Review Date**	Annually

DOCUMENT APPROVALS

By signing below, all parties agree to the terms and conditions described in this Agreement.

Name	Title	Signature	Date
Computing Sector Services:			
Tammy Whited	Service Manager	*Tammy Whited*	1/14/14
Brian Mckittrick	Service Level Manager	*Br Mck*	1/14/14
Customer:			
Vicky White	COO/CIO/Computing Sector Head	*V A White*	12/10/13
Stuart Henderson	Accelerator Sector Head	*S. Hen*	1/10/14
Greg Bock	Particle physics Sector Head	*G Bock*	12/23/13
Jon Bakken	CCD Division Head	*Jon A Bakken*	12/3/13
Rob Roser	SCD Division Head	*Robert Roser*	12/6/13
Randy Ortgiesen	ALD Operations		12-27-13

Purpose

This document is a high-level overview of some services provided by the Computing Sector. It will communicate services and their service levels that Computing Sector is capable of managing based on current funding. Signature by Executive Management at the laboratory shows agreement that these services have been reviewed and communicated and that we agree these services are what are currently provided and used by Fermilab users.

Scope of Services

Fermilab provides computing services that are consumed by Fermilab users. This service level agreement has been aggregated into a summary format for the services we are certifying for ISO20000 and includes: Service Desk, Desktop, FermiMail, Central Web Hosting, Database Hosting, Video Conferencing, Network Storage, Network Services, Backup and Restore Services, Scientific Data Storage and Access, and Engineering Support. Appendix A includes details regarding incident and request response and resolution times. Appendix B includes links to the detailed service level agreements for the services outlined in this document. Appendix C includes a list of internal computing services that support these Fermilab user services.

Assumptions and Disclaimers

The service levels described in this document apply for support of services consumed at the local (Batavia, IL) campus and do not specifically cover remote Fermilab sites. The service availability and support levels are the target service levels that were identified based on the current service implementations, resources and a high level assessment of historical performance. Service performance will be evaluated against these levels going forward to validate each service's ability to deliver at these levels and to initiate investigation of any identified gaps to identify causes, correct them, and possibly adjust these service levels as needed in the future. For a more detailed evaluation or understanding of the specifics of the service level for a specific service please review the specific applicable service level agreement.

Services Summary

Service Desk

- Description: Provides a single point of contact for questions, technical incidents, service requests, user communications, and account creation and authorization tasks.
- Entitlement: Online access to Service Desk tool, phone, walk-in, and remote access support
- Support Availability: Mon thru Fri 8am – 5pm, excluding Lab Holidays. Critical incidents are handled by on-call rotation 24x7.

- Service Availability: The Service Desk application, ServiceNow, is available 24x7, 365 days per year.

Desktop Services

- Description: Provides desk-side and remote services for troubleshooting and software installation.
- Entitlement:
  - Standard secure desktop configuration
  - Ability to purchase standard and customized Windows and Macintosh hardware platforms (desktops and laptops) and associated application software.
  - Provide loaner systems that can be borrowed for up to two weeks
  - Support for printer purchases, print driver output configurations, and other Fermilab owned desktop peripheral devices.
  - Limited advisory and support for email configuration and access to Fermilab network for handheld mobile devices such as iPhone and a limited selection of Android and Windows Mobile devices and tablets designated for specific department(s) operational purposes.
- Support Availability: Mon thru Fri 8am – 5pm, excluding Lab Holidays.
- Service Availability: Mon thru Fri 8am – 5pm, excluding Lab Holidays.

FermiMail

- Description: Provides integrated email and calendaring services that are client and web accessible on all supported operating systems and browsers.
- Entitlement:
  - Employees receive email as part of their employee account provisioning and are given 1GB with a maximum of 2GB. While this will meet the requirements for most email users, requests for additional email space can be submitted for evaluation.
  - Contractors and Visitors can receive an email account upon request and are given 128MB.
- Support Availability: Mon thru Fri 8am – 5pm, excluding Lab Holidays.
- Service Availability: 24x7, 365 days per year

Central Web Hosting

- Description: Provides employees and visitors with enterprise web sites for any individual, group or experiment at the laboratory. Basic site includes up to 8GB space, registration on the Internet, and site configuration and system maintenance.
- Entitlement: All employees receive a home page site.

- Support Availability: Mon thru Fri 8am – 5pm, excluding Lab Holidays.
- Service Availability: 24x7, 365 days per year

Database Hosting

- Description: Provides Oracle, Postgres, MySQL and SQL Server database hosting for the site.
- Entitlement:
  - Oracle Hosting is provided for databases that require minimal downtime and high availability. Third party support is provided by Oracle
  - Postgres and MySQL are open source solutions available when the database usage requirements are not as demanding as those for Oracle.
  - SQL Hosting is available for Microsoft applications that require a SQL server to run.
- Support Availability: Mon thru Fri 8am – 5pm, excluding Lab Holidays for PostGres, MySQL, Oracle and SQL. Critical Oracle and Postgres databases are supported 24x7 by on-call rotation.
- Service Availability: Mon thru Fri 8am – 5pm, excluding Lab Holidays for PostGres, MySQL, Oracle and SQL.

Video Conferencing

- Description: Provides support to facilitate video and audio communication for on-site or with off-site collaborators. Facilitate preparation for special requests. Includes consulting and design for new installations. Liaisons are established in areas that have video conference equipment.
- Entitlement: Video Conference meetings
- Support Availability: : Mon thru Fri 8am – 5pm, excluding Lab Holidays
- Service Availability: Mon thru Fri 8am – 5pm, excluding Lab Holidays. Off Hours and Weekend support is negotiable.

Networked Storage

- Description: provides storage options for organization file storage, and backup and restore options depending on the storage option selected.
- Entitlement: Storage Options: SAN, NAS, AFS
- Support Availability: Mon thru Fri 8am – 5pm, excluding Lab Holidays. Critical storage is handled by on-call rotation 24x7.
- Service Availability: 24x7, 365 per year

Network Services

- Description: Provides network infrastructure and support for the Fermilab campus. Wireless access to the Fermilab network and guest access to Fermilab Internet.

- Entitlement:
  - Access to the Fermilab network including wireless, and guest access to Fermilab Internet.
  - Remote access to the Fermilab network thru VPN.
  - Support for wide area networking and connectivity for remote experiments.
- Support Availability: Mon thru Fri 8am – 5pm, excluding Lab Holidays for client issues. Critical networking is handled by on-call rotation 24x7.Service Availability: 24x7, 365 per year

Services New to this document in 2013

Engineering Support Services

- Description: Provides lab wide engineering, design and manufacturing services.
- Entitlement:
  - Engineering services include installation, support and troubleshooting of computer aided engineering (CAE) software packages such as ANSYS, NASTRAN, COMSOL
  - Design services include installation, support and troubleshooting of computer aided design (CAD) software such as NX and AutoCAD.
  - Manufacturing services include installation, support and troubleshooting of computer aided manufacturing (CAM) software.
- Support Availability: Mon thru Fri 8am – 5pm, excluding Lab Holidays
- Service Availability: 24x7, 365 per year

Backup and Restore Services

- Description: provides the infrastructure services for the backup and restore of user data on desktops and laptops
- Entitlement:
  - Network Access from onsite or VPN (if from offsite)
  - A laptop or desktop running Linux (Scientific Linux Fermi or Red Hat Enterprise Linux), Mac OSX, or Windows.
  - A service subscription
- Support Availability: Mon thru Fri 8am – 5pm, excluding Lab Holidays
- Service Availability: 24x7, 365 per year

Scientific Data Storage and Access

- Description: Scientific Data Storage and Access service provides direct file based tape storage, called Enstore, and disk cache storage, called dCache (both tape backed and non-tape backed). These offerings have tiers of service that accommodate different needs of customers.
- Entitlement:
- Support Availability: Mon thru Fri 8am – 5pm, excluding Lab Holidays.
- Service Availability: 24x7, 365 per year

Appendix A. Incident and Request Response & Incident Resolution Times

Impact → / Urgency ↓	Extensive — Service is out for Enterprise	Significant — Service is out for many users or degraded for Enterprise	Moderate — Service is out for 1 user or degraded for many	Localized — Service is degraded for 1 user
Critical — Based on event	Priority - Critical; Respond – 1 H; Resolve – 5 H	Priority - High; Respond – 4 H; Resolve – 35 H (1.5 D)	Priority - Medium; Respond – 8 H; Resolve – 97 H (4 D)	Priority - Medium; Respond – 8 H; Resolve – 97 H (4 D)
High — Required	Priority - High; Respond – 4 H; Resolve – 35 H (1.5 D)	Priority - High; Respond – 4 H; Resolve – 35 H (1.5 D)	Priority - Medium; Respond – 8 H; Resolve – 97 H (4 D)	Priority - Low; Respond – 8 H; Resolve – 172 H (7 D)
Medium — Important	Priority - Medium; Respond – 8 H; Resolve – 97 H (4 D)	Priority - Medium; Respond – 8 H; Resolve – 97 H (4 D)	Priority - Medium; Respond – 8 H; Resolve – 97 H (4 D)	Priority - Low; Respond – 8 H; Resolve – 172 H (7 D)
Low — Desirable	Priority - Medium; Respond – 8 H; Resolve – 97 H (4 D)	Priority - Low; Respond – 8 H; Resolve – 172 H (7 D)	Priority - Low; Respond – 8 H; Resolve – 172 H (7 D)	Priority - Low; Respond – 8 H; Resolve – 172 H (7 D)

Figure 1 Incident and Request Response, Incident Resolution

Note that the "hours" specified in the table are driven by the On-Hours Support defined for the service in question. Incident ticket response within 16 hours for a service with 8 x 5 support means response within 2 business days. Response within 16 hours for a service with 24 x 7 support means response within 0.67 calendar days.

The target goal is to meet the response and resolution times listed above at least 90 percent of the time. Breaches of the 90 percent target are reviewed and resulting actions are documented by the Service Level Manager.

Appendix B. Service Level Agreement Document links

- Foundation (CS DocDB 4042)
- Service Desk (CS DocDB 4591)
- Desktop Services (CS DocDB 3716)
- FermiMail (CS DocDB 4310)
- Central Web Hosting (CS DocDB 4321)
- Database Hosting (CS DocDB 4664)
- Video Conferencing (CS DocDB 4313)
- Networked Storage (CS DocDB 4311)
- Network Services (CS DocDB 4312)
- Backup and Restore (CS DocDB 4315)
- Scientific Data Storage and Access (CS DocDB 5032)
- Engineering Support Services (CS DocDB 5161)

Appendix C. Operational Level Agreement Document links

- Authentication and Directory Services (CS DocDB 4314)
- Data Center (CS DocDB 4773)
- IT Server Hosting (CS DocDB 4316)
- Virtual Server Hosting (CS DocDB 4612)
- Backup and Restore (CS DocDB 4315)

Appendix D. Glossary

- Description: short description of service from customer point of view.
- Entitlement: who can consume the service and what the service provides.
- Support Availability: is when support resources are designed to be available to provide technical support. If an incident or request is opened after business hours, it will be handled the next business day. Only certain services provide support after business hours of 8x5.
- Service Availability: Describes the timeframe that a service is generally available for consumption. It does not mean support is available during that same timeframe; support availability must be referenced for that information. Each service level agreement will define the availability target (i.e. percentage uptime) for a specific service.